

SC DMH Client Advocacy Report January 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	6	6
Harris	9	9
Morris Village	5	5
Hall	2	2
Tucker	0	0
Forensics	20	20
Mental Health Centers	32	32
Total	74	74

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	186	186
Information, Referral & Other Assistance ¹	13	13

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	10		3	13	13
2) Admission & Discharge	6	3	1	10	10
3) Information & Advocacy		3		3	3
4) Physical Environment	4	2		6	6
5) Inpatient Rights	10	9		19	19
6) Personal Property & Money	2	5	2	9	9
7) Confidentiality & Consent		1	2	3	3
8) Treatment	4	1	26	31	31
9) Other Rights Issues		1	6	7	7
Total⁵	36	25	40	101	101

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Correct Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force					
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity	6		3	9	9
e. Neglect	3			3	3
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	3	1		4	4
b. Community Placement (where)	3	1	1	5	5
c. Periodic Court Review		1		1	1
d. Questions, Education & Other					
3) Information & Advocacy					
a. Access to Advocacy		1		1	1
b. Access to Legal Resources		2		2	2
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	3	1		4	4
b. Linens, Clothes & Toiletries	1			1	1
c. Disrepair of Physical Plant		1		1	1
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy					
b. Safety	1			1	1
c. Freedom, Privileges & Fairness	4	3		7	7
d. Communication	3	4		7	7
e. Health Care	2	2		4	4
6) Personal Property & Money					
a. Property	1	2		3	3
b. Money, Entitlements, Rep. Payee	1	3		4	4
c. Billing Issues			2	2	2
d. Other Non-DMH Issues					
7) Confidentiality & Consent					
a. Access to Records & Information		1		1	1
b. Breach of Confidentiality			2	2	2
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services			8	8	8
b. Accessibility to Staff & Treatment			6	6	6
c. Individualized, Client-Driven	4	1	11	16	16
d. Right to Refuse Treatment			1	1	1
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			1	1	1
f. Legal assistance for Non-DMH issues		1	5	6	6

